

From: Brian Hayes
To: Microsoft ATR
Date: 1/21/02 4:29am
Subject: Microsoft Settlement

Comments regarding United States v Microsoft:

I've purchased Microsoft products for almost twenty five years. In every edition, my overhead has increased in order to keep machines stable or secure and to try to install the product and performance claims that Microsoft advertised. I do not believe I have dealt with a company that exercises fair dealing.

I also believe that Microsoft attains market by unfairly suppressing, absorbing or complicating the operability of competitor products. I have abandoned software and hardware produced by Microsoft's competitors in order to maintain machine stability and manage arbitrary changes in software interface.

As well, Microsoft has developed a means of describing and documenting its products that is an arbitrary artificial language, often confusing, irrelevant and misleading. I have been forced to carry the burden of carrying two languages, one as developed by Microsoft, very often unuseable, and another used by the developer, technician and user in the field. Beyond the simple interface terms, of which Microsoft can claim little ownership, very seldom are Microsoft's technical descriptions adopted by users or systems workers. Microsoft not only produces systems, but unfairly commandeers the mechanism and language to interact with these systems, and charges significant fees to become privy to their new copyright claims as well. Microsoft's practice in the sectors of certification and education have become an unnecessary financial and social drain on the public, and furthermore, tend to steer learning away from machine and software knowledge and thus merely toward an increasingly ineffectual but proprietary Microsoft language product.

I believe that the core of Microsoft's software and its technical descriptions of its software should be relinquished to the public, where much of Microsoft's original claims were developed, funded and improved.

I believe our representatives and agents have been very slow to require commercial market participants to adhere to their claims and contracts, to deliver to their customers the value that they assert, and to recognize that carrying on in our marketplace is both a duty and privilege.

I believe that Microsoft's tenure has demonstrated an inability of our society to encourage and demand good corporate citizenship.

I hope that a vigorous leadership and staff will continue to move Microsoft toward fair dealing.

Best Regards,
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